

# CAMP WHITE PINE

## Accessibility Plan

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### Message from the Director

Camp White Pine is committed to excellence in serving all clients including people with disabilities whenever possible. However, for safety reasons, or physical limitations, some of Camp White Pine’s facilities, services, or programs may not be accessible to all people. Clients may communicate with us to find out which programs and facilities are or are not accessible to people with certain disabilities. We will also communicate with people with disabilities in ways that take into account their disability.

Over the past few years, we have worked hard to reduce physical barriers that limit access to people with disabilities, for example by installing ramps to our Dining Hall, some cabins and other buildings. We invite members of the public to let us know when they encounter a barrier so that we may work to reduce or remove it.

We are committed to continually improving access for people with disabilities at Camp White Pine.

## Introduction

Camp White Pine strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Camp White Pine is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Camp White Pine will play its role in making Ontario an accessible province for all Ontarians. Our complete Accessible Service Policy can be found here:

<https://campwhitepine.com/accessible-service-policy/>

## Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Camp White Pine has completed.

### Customer Service

- All new employees complete AODA approved customer service training provided by AccessForward.ca.
- Customer feedback can be submitted in writing to [info@campwhitepine.com](mailto:info@campwhitepine.com), or by phone at 416-322-6250.
- As part of our compliance with AODA, we did an internal audit of our processes and procedures to identify barriers that might affect customers and employees with disabilities, and measures to reduce and/or remove these barriers were initiated.

### Information and Communications

- A customer who is deaf was accommodated by communication solely through email and text

### Employment

- A hiring policy that encourages diversity was circulated to all members of our staffing team
- Our staff manual was modified to include policies and procedures that included AODA requirements

- A poster was placed in a conspicuous area advising staff to let our leadership team know if they require any accommodations for a disability they can let us know

### New Construction

- All new buildings constructed at Camp White Pine have been designed and built to accommodate customers and employees who might have a mobility disability

## Section Two: Strategies and Actions

### Customer Service

Camp White Pine is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

### Information and Communications

Camp White Pine is committed to making our information and communications accessible to people with disabilities.

- Camp White Pine is working towards a completely accessible website by the deadline of January 31, 2021

### Employment

Camp White Pine is committed to fair and accessible employment practices.

- We share job postings on a variety of different websites to capture a diverse group of applicants
- Our application process allows for candidates with a disability to self-identify and ask for accommodation where needed

### Training

Camp White Pine is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Our staff training and staff manual include modules and sessions to educate all staff on how to serve customers with disabilities

## Design of Public Spaces

Camp White Pine will meet accessibility laws when building or making major changes to public spaces where possible.

Camp White Pine will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. We try to do all our major construction projects in our closed season to minimize any impact to customers and employees with disabilities.

## For More Information

For more information on this accessibility plan, please contact Adam Kronick or Jen Ostfield at 416-322-6250 or [info@campwhitepine.com](mailto:info@campwhitepine.com).

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